pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
OFFICE OF INFORMATION TECHNOLOGY

L&I, Office of Information Technology Procedure

Name:	Security Incident Reporting for Social Security Administration
Effective Date:	October 2020
Category:	Security
Version:	1.2

1. Scope:

This procedure applies to all Department of Labor & Industry (L&I) employees and business partners, and contractors when L&I has declared or suspects a breach or loss of Personally Identifiable Information (PII) or a security incident that includes Social Security Administration (SSA) provided data.

2. Procedure:

The procedure is implemented by various IT staff under the direction of the L&I Chief Information Security Officer (CISO) under the authority of the Chief Information Officer (CIO), or Deputy Chief Information Officer (DCIO).

Step	Responsibility	Action
1.	Any User	If any L&I User becomes aware of suspected or actual loss of PII, he or she must immediately contact the L&I CISO RA-LI-OIT-DLICISO@pa.gov.
2.	CISO	Notify the agency CIO, Communications and Press Office (CPO) and Deputy Secretary for Administration immediately after confirmation that a High or Critical level information security incident has occurred and an L&I incident tracking number has been assigned.
3.	CISO	Coordinate incident with L&I and Office of Administration (OA) Enterprise Security.
4.	CISO	Completes SSA PII Loss Reporting Worksheet.
5.	CISO	Notify the United States Computer Emergency Readiness Team (US-CERT) within one hour of discovering the incident.
6.	CISO	Must also notify the SSA Systems Security contact named in the Electronic Information Exchange Partner (EIEP) agreement. □ If L&I has been unable to make contact within 1 hour with that person the CISO must call SSA's National Network Service Center (NNSC) toll free at 877-697-4889 (select

"Security and PII Reporting" from the options list). As the final option, in the event SSA contacts and NNSC both cannot be reached, the EIEP is to contact SSA's Office of Information Security, Security Operations Center at 1-866-718-6425 The EIEP will provide updates as they become available to SSA contact, as appropriate. Refer to the worksheet provided in the agreement to facilitate gathering and organizing information about an incident.

7.	CISO	Provide updates as they become available to SSA contact, as appropriate. Refer to the worksheet provided in the EIEP agreement to facilitate gathering and organizing information about an incident.
8.	SSA	Make determination if the risk presented by the breach or security incident requires the notification of the individuals whose information is involved and/or remediation action.
9.	L&I	Perform identified remediation actions as outlined by SSA.

3. References:

L&I, OIT Policy Definitions

SEC-008 – Security Incident Response Policy

Reporting Information Security Incidents

Security Incident Reporting for Internal Revenue Service

Security Breach Checklist

OA ITP-SEC024 IT Security Incident Reporting Policy

4. Version Control:

Version	Date	Purpose
1.0	08/2008	Base Document
1.1	12/2016	Reformatted, revised content
1.2	10/2020	Updated to include Security Operations Center information